

REMARKS/ARGUMENTS

The Examiner rejects claims 67-80, 72-97, and 99-118 under 35 U.S.C. §102(b) as being anticipated by Blaha (U.S. 5,469,504)

Applicants disagree. Blaha fails to teach or suggest at least the following italicized features in the pending independent claims:

67. A method of transferring a telephone call and associated data, comprising:

receiving, on a workstation that is connected to a telephone call, a request to transfer the telephone call to a destination external to the workstation;

the workstation establishing a data communications link directly between the workstation and the destination;

the workstation transferring data associated with the telephone call to the destination via the communications link;

the workstation receiving from the destination a telephone address of the destination; and

requesting from the workstation that a switch external to the workstation transfer the telephone call to the telephone address of the destination.

84. A method of transferring a voice communication and associated data, comprising:

receiving, on a first workstation that is connected to a voice communication, a request to transfer the voice communication to a second workstation different from the first workstation;

the first workstation thereafter establishing a direct data communications link between the first workstation and the second workstation;

the first workstation directly transferring data associated with the voice communication to the second workstation via the communications link; and

requesting from the first workstation that a switch external to the first and second workstations transfer the voice communication to an address of the second workstation.

100. A method of transferring a voice communication and associated data, comprising:

providing a workstation, the workstation being connected to a voice communication, having in memory data associated with the voice communication, and being in receipt of a request to transfer the voice communication to a destination external to the workstation;

the workstation and destination establishing a direct data communications link between the workstation and the destination;

the destination receiving, from the workstation, the data associated with the voice communication via the communications link;

the destination sending to the workstation a telephone address of the destination; and

the telephone address at the destination being connected to the voice communication by a switch external to the workstation.

105. A call center, comprising:

at least first and second workstations;

a data communications link directly between the at least first and second workstations; and

a switch operable to connect a telephone call to the at least one of the first and second workstations, the at least first and second workstations being external to the switch;

wherein, when the first workstation is connected to a telephone call, the first workstation is operable to effect the transfer of the telephone call to the second workstation by (a) transferring data associated with the telephone call from the first workstation to the second workstation via the communications link (b) requesting that the switch transfer the telephone call to a telephone address of the second workstation.

111. A call center agent workstation, comprising:

a telephone operable to receive a telephone call;

an agent interface operable to receive a request from an agent to transfer the telephone call to a destination external to the workstation; and

a flow connection module operable to (a) establish a data communications link directly between the workstation and the destination; (b) transfer data associated with the telephone call to the destination via the communications link; (c) receive from the destination a telephone address of the destination; and (d) request that a switch external to the workstation transfer the telephone call to the telephone address of the destination.

The present invention is directed to a call center in which voice communications, such as telephone calls, and associated data can be transferred directly between a workstation and a destination, particularly between workstations. The data is transferred by means of a data communications link established between the source and destination. The call itself is transferred

from the workstation to the destination via a switch to an address preferably supplied by the destination.

Blaha is directed to an ACD network 10 having a host database computer 12 and switches 14A and 14B. When a call is received by an internal subnetwork switch such as by switch 14A, an identification code is provided for each of the internal subnetwork switch, the number for the trunk which received the call, and the port of the subnetwork switch to which the agent unit selected to receive a call is connected. These values are maintained in a termination table associated with each voice path port of each switch. (Col. 4, lns. 44-64.) When a call is serviced by an agent, the agent gathers information which is stored on the servicing agent's computer. When the call is transferred to another agent at another internal subnetwork 11B having an associated switch 14B, the call, along with the call origination identification information 40, is sent to the other internal subnetwork switch 14B. (Col. 5, lns. 51-66.) The call origination identification information 40, which is transferred from the switch 14A to the switch 14B includes the incoming port ID and the switch ID for the original customer call. (Col. 6, lines 10-18.) In response to the call arriving at the other subnetwork switch 14B, the call origination identification information is saved in the termination table for switch 14B. The customer call is then connected to the other agent unit 18B. In response to the call being connected to the agent 18B, the switch 14B sends the trunk-agent connect record 32 (containing the trunk port ID, the agent unit port ID, and the telephone number of the unit 18B to which the call is connected, to the host data base computer 12. (Col. 6, lines 39-47.) The host computer retrieves, from the original agent unit 18A/terminal 22A, the customer information, collected by the agent unit 18A/terminal 22A and the information originally sent to the unit 18A/terminal 22A and sends the information to the other unit 18B/terminal 22B when the host data base computer 12 receives the trunk-agent connect record 32. The information is displayed automatically on terminal 22B. (Col. 6, line 48-col. 7, line 25.) Simply put, Blaha states that the preferred steps are:

- (1) establishing a call origination identification code identifying the original trunk port and internal subnetwork switch in response to the agent unit receiving an original call from the external telephonic network, (2) conveying the call origination

identification code to a host data base computer, (3) transferring the call origination identification code with an original customer call when the original customer call is transferred from one internal subnetwork to another internal subnetwork and (4) using the call origination identification at the other subnetwork to display the customer information at another agent unit of the other subnetwork to which the original call is transferred.

(Col. 7, lines 42-53.)

As can be seen from the above description, Blaha fails to teach or suggest (and in fact teaches away from) a first agent workstation establishing a data communications link directly with a target agent workstation, the first agent workstation (and not a central database) transferring the data directly to the target agent workstation, the first agent workstation receiving from the target agent workstation (and not from a switch associated with the workstation) a telephone number, and the first agent workstation requesting a switch to transfer the call to the telephone number of the second agent workstation. Blaha teaches that the host computer 12 (and not the transferring agent's terminal) sends the previously collected customer information from the display terminal 22A associated with the transferring agent to the destination terminal 22B when the host 12 receives the trunk-agent connect record 32 (col. 6, line 58 to col. 7, line 24) and that the address information for the destination terminal 22B is obtained not from the destination terminal 22B but from the memory 26B of the subnetwork switch receiving the transferred call for connection to the destination terminal 22B (col. 5, line 57 to col. 6, line 47).

At page 2 of the Office Action, the Examiner has apparently characterized the host computer 12 as the "destination". The host computer is not an agent terminal. The agent units 18A and 18B are the agent terminals. The host data base computer 12 is the central data store to which both the subnetwork switches 14A and 14B are in communication.

Accordingly, the pending claims are allowable.

The dependent claims provide further reasons for allowance. For example, Claim 70 teaches that the (source) workstation requests a destination selector for the data address . (*See also* Claims 87, 104, 107 and 114.)

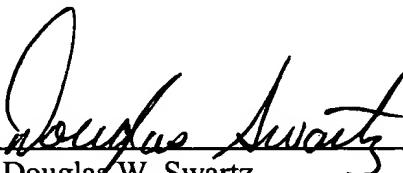
Application No. 09/235,065
Reply to Office Action of Jun. 17, 2004
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Based upon the foregoing, Applicants believe that all pending claims are in condition for allowance and such disposition is respectfully requested. In the event that a telephone conversation would further prosecution and/or expedite allowance, the Examiner is invited to contact the undersigned.

Respectfully submitted,

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